

## REPLY COMMENTS TO WILCO ELECTRONIC SYSTEMS, INC.

I want to point out to the Commission that Live Oak Preserve is not the only community filling complaints and that others in Virginia as well as the rest of the country have addressed their concerns on exclusivity contracts. I want to also point out that word is getting around on how these contracts work. The consumer is educating themselves about these unfair practices and big corporations do not like it one bit. I have spoken to many across the country that were not aware of what their costs are since it is billed to the HOA and not broken down on a monthly basis. Some of these owners are not even aware of the length of the contract and that they can't change service type. Some communities are so new that adopted budgets are not often disclosed hiding the cost of these services. It is also a deceiving marketing tool for developers where future owners are led to believe that they are paying a significant discounted price compared to other providers. What is amazing is PCO's like Century try to sell premium packages to the owners at a higher price than the competition, but owners are now locked into either choosing the PCO's premium package or pay double for another providers service regardless if they have to continue paying the PCO's basic service.

Commissioners, I support John Carters comments and as an owner in Live Oak Preserve we were promised a service that was never rendered. Century which on their website states "Century Communications brings you a superior value through our product offerings & an enhanced value with "Digital Community" optional services. " They have not kept true to their mission statement. Century has been documented in the Tampa Tribune for over two years promising that their service was going to get better. I met with the Vice President Mr. Bill McCisock in my house on July 22 of 2007 and was promised a change in service. Some how he showed up unplanned on the day the Tampa Tribune was interviewing the owners. Til' today all the promises made by Bill have not come through. They still have a limited international selection, No Digital recording options, 3 limited Pay Per View channels, Channel listings are not matching tivos schedule, guide that does not always match what is on showing and sporting events that are often blocked for the local area. Their answer is the same as always "we will correct it." I have asked Mr. Bill McCisock to please provide the owners with a survey of their service; they never delivered. It took two weeks after that meeting for Century to get over the air Local HDTV broadcast which one can obtain with a regular antenna and that was their HD package. They claim that because of contract issues with the DBS Company they could not provide us the service others offered. On October of 2007 Engle extended an invitation to meet with HOA BOD and they never showed up.

<http://www.centurycommunication.com/>

Commissioners & WILCO ELECTRONIC SYSTEMS, I ask you, is this company you compete against? Is this a company you want in your industry? Do you think it is fair that a company like Century can make these types of arrangements? Do you truly believe that companies large and small don't practice the same model? These are questions the Commission should consider. By banning exclusive contracts and market agreements we make it an even playing field for the industry. WILCO ELECTRONIC SYSTEMS states that "the actions of a single company which, in itself, is not a traditional PCO, should not have any effective bearing upon the Commission's decisions on the future of PCO's, as a whole." Is it fair that company like this can continue business as a PCO managed by a developer? Although Century is not as large as other PCO's they are still being allowed to rob us. Smaller PCO's such as Century exist nationwide and are being allowed to continue this practice of exclusivity contracts with poor service. The consumer should be protected and not be forced to pay the ultimate price with their hard earned money. PCO's request for certifications by the FCC and should be regulated on the same standard as the telecom industry.

Commissioners, I do not see the relationship between HOA's amenities and PCO's, more so, with the information that is on the website that has been overhauled from the Transeastern days.

I also want to address the comment made by WILCO ELECTRONIC SYSTEMS, "we choose where we live in" even if it has a PCO as a provider, that said should one move out to get better technology and service? WILCO ELECTRONIC SYSTEMS What if one was promised that a PCO was going to deliver great service and never does? Who does one turn to? What do you think would help others like Live Oak that have not learned what is being done to them? I created [www.banbulkbilling.com](http://www.banbulkbilling.com) as a forum for others across the country to educate themselves and share their individual experiences. I hope I have shed some light in this matter.

Regards,

Zuriel Cabrera

Century Communication Victim